

# MemberSource

Fall 2010

A newsletter for Covered Families and Children members

## 5 Great Reasons to Stay With CareSource

We cover all of the same benefits as traditional Medicaid. We also offer other benefits like:

- 1.** No co-pays on health care visits.
- 2.** Free transportation for each member to and from your doctor's office.
- 3.** A large provider network. We have primary care providers, hospitals and specialists to care for you.
- 4.** Our Babies First program where pregnant moms can earn \$150 in gift cards.
- 5.** CareSource 24, our 24-hour nurse advice line plus case management nurses to help you coordinate your care.

Please tell your friends and family why you choose CareSource.



## Open Enrollment coming in November

Once a year in Ohio, you can switch from one Medicaid managed health care plan to another. This "Open Enrollment" period is in November. We value you as members and hope you will stay with us. You don't have to do anything if you want to stay with CareSource.

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### How to reach us

Member Services: 1-800-488-0134 (TTY: 1-800-750-0750 or 711)  
CareSource 24, 24-Hour Nurse Advice Line: 1-866-206-0554

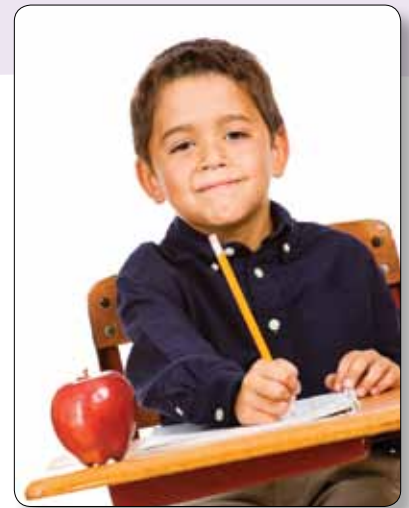


# Put a well-child checkup on your Back-to-School list

- Shop for school supplies.**
- Fill out permission slips.**
- Take your child to the doctor.**

The Back-to-School season is a great time to put a well-child checkup on your schedule. These exams help track a child's growth, development and overall health. They also help prevent future illnesses and ensure immunizations are up to date.

School-age children (ages 3-20) need a well-child exam once a year. Babies age 2 and under need them more often. Call your child's doctor today to make an appointment. Kick the school year off right with a healthy start and a child who is ready to learn.



## Is it a cold or the flu?

Do you know the difference between a cold and the flu? A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. It can lead to more complicated illnesses like pneumonia.

What may seem like a cold might be the flu. Here is how to tell the difference.

COLD SYMPTOM	FLU SYMPTOM
<p><b>Low or no fever</b></p> <p><b>Sometimes a headache</b></p> <p><b>Stuffy, runny nose</b></p> <p><b>Sneezing</b></p> <p><b>Mild, hacking cough</b></p> <p><b>Slight aches and pains</b></p> <p><b>Mild fatigue</b></p> <p><b>Sore throat</b></p> <p><b>Normal energy level</b></p>	<p><b>High fever</b></p> <p><b>Headache is common</b></p> <p><b>Sometimes a stuffy nose</b></p> <p><b>Sometimes sneezing</b></p> <p><b>Cough that might get worse</b></p> <p><b>Often severe aches and pains</b></p> <p><b>Fatigue that doesn't go away</b></p> <p><b>Sometimes a sore throat</b></p> <p><b>Exhaustion</b></p>



You can call CareSource 24, our 24-hour nurse advice line, any day of the week to talk to a nurse who can answer your health questions. Just call **1-866-206-0554**.




## We're at your fingertips

Our Member Portal makes it easy for you to stay in touch with CareSource. You can:

- ▶ **Check your eligibility**
- ▶ **Change your Primary Care Provider**
- ▶ **Update your address and phone number**
- ▶ **And more**

And you can use it any hour of the day or night, 7 days a week. Just go to our website at **www.caresource.com** and sign up for the Member Portal. It's fast, easy and convenient.



## What can a CareSource case manager do for you?

CareSource has registered nurses, social workers and other outreach workers on staff who can work with you one-on-one to help coordinate your health care needs. They can help you:

- ▶ **Better manage your health conditions such as asthma, diabetes or high blood pressure**
- ▶ **Understand your medicines and symptoms**
- ▶ **Find local resources to help you with other issues that affect your health like food and housing**
- ▶ **Support your doctor's plan of care**
- ▶ **Live a better quality of life**

To contact a CareSource case manager, call **1-800-488-0134** (TTY: 1-800-750-0750 or 711).



## 3 easy ways to keep your doctor appointments

Life is busy. We juggle family, school, work and a host of other things all at once. It's not always easy to remember doctor appointments. And it is important to keep them so you can stay healthy. Here are a few tips to make sure you don't miss the next one.



**1. Use a calendar.** Write all of your appointments on it. Keep it in a place where you will see it often.



**2. Family reminders.** Ask a family member or a close friend to help you remember important appointments. You can do the same for them.



**3. Check your voicemail.** Many doctor's offices offer phone call reminders for upcoming appointments. If yours doesn't, ask them to call you the day before your visit.

## Interpreter services

**We can help you connect in any language**

Is there a CareSource member in your family who:

- ▶ **Does not speak English as a primary language?**
- ▶ **Is vision- or hearing-impaired?**
- ▶ **Has limited reading skills?**

If so, we can help. We offer sign and language interpreters. They can help you communicate with CareSource or your health care provider.

You can get help over the phone or in person. We can also provide some printed materials in other languages or formats. Or we can explain materials orally, if needed.



Just call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) to arrange services. There is no cost to you. We want you to understand your health care and coverage benefits.



## ID card quiz

Take this short quiz. When should you show your CareSource member ID card? **When you:**

- See your primary care provider (PCP)
- See a specialist
- Go to the emergency room
- Stay at a hospital
- Get medical supplies
- Get a prescription filled
- Get medical tests
- Use CareSource transportation services
- All of the above

If you answered “all of the above”, you are right. You need your ID card each time you get medical services. Your card proves you are covered by CareSource. Be sure to keep it in a safe place and take it with you when you need it.



## Keep your heat on this winter

Cold weather is just around the corner. Do you need help paying your heating bills? If so, there is a state program that can help you if you're eligible. It is called the Home Energy Assistance Program (HEAP).

You must fill out a form and apply for help first. To learn more, contact the Ohio Department of Development at 1-800-282-0880.



## Blood lead testing made easier

Lead poisoning is a danger to children. They can get it from paint, dust, tap water, dirt and other sources. It can cause serious health problems.

Signs of lead poisoning are not always easy to see. That's why children should have a simple blood lead level test at age 1 and 2. Children between the ages of 3 and 6 who have not been tested before should also be tested. CareSource will pay for the test.

You don't always have to go to the trouble of taking your child to a lab to have blood drawn for the test. Some doctors collect a few drops of blood from a finger prick. It can be done right in the doctor's office. Call your child's doctor to make an appointment or to learn more.

## October is National Breast Cancer Awareness Month



Breast cancer is one of the most common forms of cancer in women. Learn what you can do to find and prevent breast cancer, including getting appropriate screenings. If you are 40 or older, talk to your doctor. He or she can help you decide when a mammogram is right for you based on your health and family history.

# The ABCs of postpartum care

New moms are tired and busy taking care of a new baby. But they need to focus on their own health, too.

Did you just have a baby? If so, be sure to follow these tips:



## Ask for help.

Friends and family who want to help may not know what to do. Don't wait for them to offer. Ask them

to do specific things like laundry, cooking a meal, or watching the baby for a while so you can get out of the house.



## Be good to yourself.

Schedule a follow-up visit with your OB provider. You should have your postpartum

(after birth) checkup 3-6 weeks after delivery unless your doctor tells you otherwise. This visit helps ensure you are healing normally. You can also ask your doctor any questions you might have at this time such as concerns about recovery, diet, exercise, birth control or depression.



## Create a support team.

Taking care of a baby is not easy. Make sure you have a network of people you can count

on to help out. It will help take the pressure off of you so you can enjoy being a mother.



# Tame your temper with these proven techniques

Everyone gets angry. It is a natural reaction to a threat or stress. But anger must be released in proper ways.

Uncontrolled anger is not healthy. Rages or outbursts can affect your relationships. These tips can help you get your anger under control.

**Take a break.** Count to 10 before reacting. Get some space from what you are angry about. This will give your frustrations some time to subside.



## Get some exercise.

Physical activity can reduce stress. It can serve as an outlet for your emotions, especially if you are about to erupt. Go for a brisk walk or run, swim, lift weights or shoot baskets.

**Find a solution.** Don't focus on what made you mad. Work with the person who angered you to resolve the issue. If you can forgive the other person, it will help you both. You can't expect everyone to behave exactly as you want.



**Seek help.** See a therapist or counselor. It can help you learn how to recognize your anger warning signs before you blow up and how to cope with your anger. Ask your primary care doctor for advice or a referral to a licensed professional.

Source: [www.mayoclinic.com](http://www.mayoclinic.com)



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## CareSource offers a Medicare Advantage plan

Did you know we have a Medicare Advantage Special Needs Health Plan? It is called CareSource Advantage (HMO). People eligible for both Medicaid and Medicare Part A and Part B can sign up. The plan also has Medicare prescription drug coverage and many more benefits.

CareSource Advantage (HMO) is in these counties:

- ▶ **Butler**
- ▶ **Cuyahoga**
- ▶ **Delaware**
- ▶ **Franklin**
- ▶ **Greene**
- ▶ **Hamilton**
- ▶ **Lorain**
- ▶ **Lucas**
- ▶ **Madison**
- ▶ **Mahoning**
- ▶ **Medina**
- ▶ **Montgomery**
- ▶ **Stark**
- ▶ **Summit**
- ▶ **Trumbull**
- ▶ **Warren**
- ▶ **Wood**

This plan will help you get the most out of your health care coverage.

For more details, call **1-800-708-8729** (TTY: 1-800-750-0750 or 711).  
Or visit our website at **www.caresource.com**.



## MemberSource

is a publication of CareSource, a nonprofit, public-sector managed health care plan serving Central, East Central, Northeast Central, West Central, Southeast, Southwest and Northeast Ohio.

Toll-free phone:  
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**ACCREDITED**  
HEALTH PLAN (for Medicaid)  
HEALTH CALL CENTER